

# DDD MEMBER UPDATE

DIVISION OF DEVELOPMENTAL DISABILITIES  
SUMMER 2017

## Preventative Care



Preventive care helps you stay healthy. Many preventive services are free with your health insurance. Services that help you prevent a health problem include:

- Screening
- Education
- Immunization

Checking your blood pressure, blood sugar, or cholesterol is *screening*. High blood pressure, high blood sugar, and high cholesterol can cause problems. Screening allows your doctor to treat high levels early. Early treatment prevents disease. Get these at least once a year or more often per your doctor's orders. There are also tests to *screen* for cancer. Here are a few:

- Mammogram – breast cancer
- Colonoscopy – colon cancer
- Pap Smear – cervical cancer

Education is *advice* from your doctor. Advice can help you quit smoking, improve your diet, or lose weight. Your doctor can give you tips for lowering stress and getting more exercise. Advice can include questions to see if you have symptoms of depression. Getting advice from your doctor prevents future problems.

Immunizations or vaccinations prevent illness. Some vaccines lower your chances of getting sick. Other vaccines prevent certain diseases. Flu shots lower your chance of getting the flu. Pneumonia vaccinations lower your chance of getting pneumonia. The polio vaccine prevents polio. Check with your doctor to keep all immunizations up to date.

The Centers for Disease Control and Prevention (CDC) have prevention checklists. These lists include tests, cancer screening, vaccinations, and well visits. You can find these lists at:

<https://www.cdc.gov/prevention/index.html>

See your doctor for preventive care soon!



**Can't Find Something on Our Website?**

Call DDD at  
1-844-770-9500 for help.



DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

## Top Ten Tips for Back to School

After all the changes of summer, the day will come when supplies will be purchased, backpacks will be packed and the kids will head back to school. Although some of us start singing *It's the Most Wonderful Time of the Year*, kids may be anxious about the start of a new school year and the changes that go along with it. Here are some ideas to help ease back-to-school nerves:

### 1. Explain

Parents often know what to expect and we forget that our kids do not have that experience. Simply talking about what's happening when may help decrease fears.

### 2. Count down

The idea of time is difficult for some kids to understand. Provide a picture or concrete example of how long it will be until the first day of school. Ideas include a paper chain that you rip one link off each day or a calendar that you cross off the days.

### 3. Drive by

Visit the school even if it is only a drive-by now and then. Say something positive about the building or a positive thought about something that happened at the building. This helps create good memories of the school and can help reduce nerves.

### 4. Social stories

Develop a social story that describes your child using their strengths to successfully go back to school or other stressful times that have them concerned.

### 5. New routine

Find out about your child's upcoming schedule and try to talk about it throughout the day. For example, "Oh, it's 9:30. When you start school, this will be the time you'll be starting Speech." In the week or two before school starts, start practicing their

school-year sleep routine to help your child get used to the school schedule.

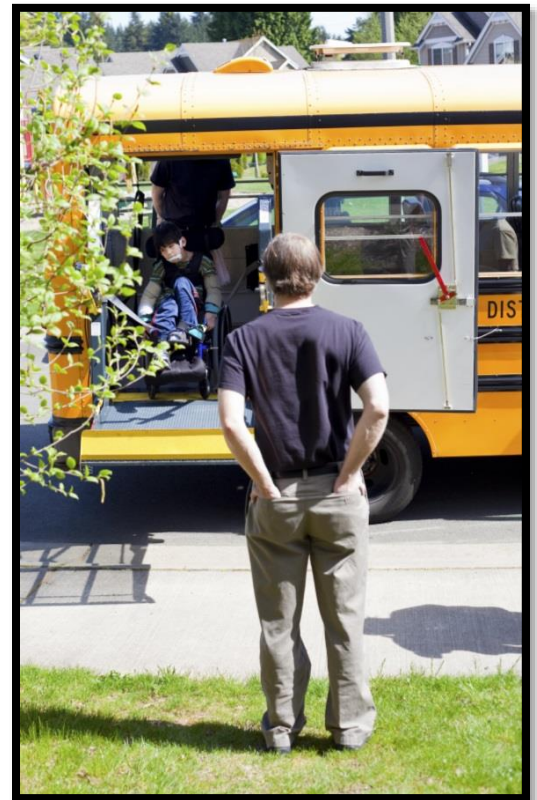
### 6. Meet the teacher

If available, visit the school for Meet the Teacher Night. Another option is to contact the teacher to see if you can plan a short visit. Take pictures of important places and things to review with your child and use them in social stories.

### 7. Introducing!

Consider putting together a one-page introduction for the teacher. Include a picture of your child and bullet point the things that are most important for the teacher to know about them.

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## 8. Give 'em space

Choose a workspace for your child at home. Where do you want backpacks to go? Where will they do homework? If your child will need supervision and assistance, consider somewhere in the main living area.

## 9. New outfit?

The tradition of a new first day of school clothes and shoes may be right for your child. New clothes may create excitement for wearing that carefully-selected outfit. However, some kids are very sensitive to the texture of new clothes and the pokey, stiff tags that have not had the benefit of several washings to soften them up.

## 10. Review your child's Individualized Education Plan (IEP)

Identify any changes since the last time you looked at it and identify if those changes are things that would require an IEP meeting to discuss. Remember, parents can request an IEP meeting at any time. It's always a good idea to do so in writing (email counts).

Maureen Mills  
Communications Coordinator  
Raising Special Kids  
[maureenm@raisingspecialkids.org](mailto:maureenm@raisingspecialkids.org)

## DDD Customer Service Center - Getting Access to Care

If you are in need of new services or having trouble accessing services identified on your planning document, please contact your Support Coordinator.

If you have worked with your Support Coordinator but are still having problems with:

- Finding a provider
- Getting a service
- Getting a service when your plan says you will get it
- Gaps in service

These problems might mean you are having trouble accessing the care you need. DDD Customer Services Center is here to help you!

You can reach us at

[DDDCustomerServiceCenter@azdes.gov](mailto:DDDCustomerServiceCenter@azdes.gov)



## Other Times to Call the Customer Service Center (CSC)

The CSC is available to support members, families, and the community. Contact the CSC if you:

- Have questions about the Division, including eligibility. If you have a Support Coordinator, you can always start with them.
- Have feedback or a grievance about the Division.
- Would like ideas about community resources.
- Want help understanding your benefits.
- Have a group or agency that is looking for a presentation or an information table about the Division.

## Behavioral Health Services

Behavioral Health Services help people with their moods, behaviors and relationships with others.

Behavioral Health Services may be able to help you or your family member if you notice changes such as:

- Feeling sad all the time
- Being worried or anxious about a lot of things
- Getting angry easily
- Not wanting to leave the house
- Not being interested in enjoyable activities
- Trouble paying attention or sitting still
- Difficulty getting making friends or getting along with others
- Struggling going to school or work

There are a lot of services that might help you. The first step is to be assessed so a Behavioral Health Professional can help you find the right services. Behavioral Health Services may include individual therapy, group therapy, family counseling, behavior coaching, applied behavior analytic services, or medication management.

American Indian Members may choose to receive behavioral health services from a Regional Behavioral Health Authority (RHBA) in their area, the Tribal Regional Behavioral Health Authority (TRBHA), Indian Health Services or through a tribally-owned or operated 638 Health Program.

Your ID card has a phone number to access Behavioral Health Services. You can refer yourself or a family member for an assessment.



### Interested in Behavioral Health Services?

#### Maricopa County:

Mercy Maricopa Integrated Care (MMIC)  
1-800-564-5465  
[www.mercymaricopa.org](http://www.mercymaricopa.org)

#### Pinal, Gila, Yuma, LaPaz, Pima, Cochise, Santa Cruz, Greenlee and Southern Graham Counties:

Cenpatico Integrated Care  
1-866-495-6738  
[www.cenpaticoaz.com](http://www.cenpaticoaz.com)

#### Mohave, Yavapai, Navajo, Apache, Coconino, Gila, and Northern Graham Counties:

Health Choice Integrated Care (HCIC)  
1-800-640-2123  
[www.healthchoiceintegratedcare.com](http://www.healthchoiceintegratedcare.com)

**CRS Patients** – Fully and partially integrated behavioral health  
United Healthcare Community Plan (UHCCP)  
CRS  
1-800-348-4058  
[www.uhccommunityplan.com](http://www.uhccommunityplan.com)

**In crisis? See the next page for crisis information.**

## Behavioral Health Crisis?

If you have an emergency, it is important you get help right away. If you think you might hurt yourself or someone else, call 911 or the Crisis Phone Number for your area below.

**Maricopa County: Mercy Maricopa Integrated Care (MMIC)**

602-222-9444

1-800-631-1314

TDD/TTY: 1-800-327-9254

**Pinal, Gila, Yuma, LaPaz, Pima, Cochise, Santa Cruz, Greenlee and Southern Graham Counties: Cenpatco Integrated Care**

1-866-495-6738

TDD/TTY: 1-877-613-2076

**Mohave, Yavapai, Navajo, Apache, Coconino, Gila, and Northern Graham Counties: Health Choice Integrated Care (HCIC)**

1-877-756-4090

TDD/TTY: 1-800-842-4681

**CRS Patients – Fully or Partially Integrated BH**

602-222-9444

1-800-631-1314

TDD/TTY: 1-800-327-9254

**The numbers listed above are for only for a crisis situation. For intake or general information, please see the previous page for contact information.**

For more information about Behavioral Health Services go to [www.healthearizonaplus.gov](http://www.healthearizonaplus.gov) or speak with your Support Coordinator.

## Reporting Fraud IF YOU SUSPECT IT, REPORT IT!

Fraud is an intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to oneself or some other person (42 C.F.R. Section 455.2).

**Report Division of Developmental Disabilities fraud to:  
DES/DDD Fraud Hotline @ 1-877-822-5799**



## MRSA

MRSA is a bacteria that resists certain types of antibiotics. It is contagious. It is difficult to treat. MRSA can cause serious health problems. Healthy individuals are at low risk for getting infected according to the Centers for Disease Control and Prevention (CDC). People at risk for a MRSA infection include those:

- Who are in contact with MRSA infected wounds or body fluids
- Who have poor health or many health issues
- Who have been in the hospital or other health care settings
- Who attend day programs or other community settings
- Who share personal items or equipment used by someone with a MRSA infection

Preventing a MRSA infection:

- Practice good hand washing (warm soapy water for 15 seconds)
- Use gloves when caring for someone with MRSA
- Do not share personal items (razors, clippers, towels, bar soap)
- Dry towels and bed linens on the highest dryer setting
- Disinfect surfaces and shared equipment – allow to air dry
- Use a disinfectant that kills MRSA

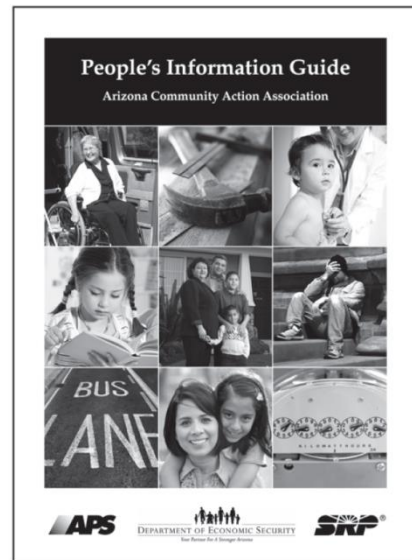
Can you tell if you or someone has MRSA? Only a doctor can diagnose a MRSA infection. Sample tissue or body fluid is sent to the laboratory. Signs and symptoms of infection include fever, rash, skin redness, swelling, pus, or drainage. These signs and symptoms are the same for infections other than MRSA. Seek medical care for any infection.

Visit the CDC website for more information:

<https://www.cdc.gov/mrsa/index.html>

## Get Connected with Community Resources

Are you looking for community resources in your area? Several resources are available online to help with your search.



### People's Information Guide

<http://azcaa.org/publications/peoples-info-guide/>

The guide is a statewide listing of free and low-cost services and programs. The Arizona Community Action Association offers this resource guide in English and Spanish.

### Find Help Phoenix

<http://findhelpphx.org>

This site provides information on free and low-cost services across Maricopa County. You can search by topic, such as "dental" or "legal" as well as by zip code. The site is available in English and Spanish.

## Explore the DES Website!



Do you want to find information from a past newsletter? Do you want to read policy? Are you looking for an HCBS Provider? Do you get support from DDD but also want to learn more about DES?

Take some time to explore the DES Website. Start at <https://des.az.gov/>. From the home page, you can view feature stories or select

from a menu of options. All the Divisions are included on the website. The website is available in English and Spanish. It also includes links to Facebook, Twitter, and YouTube.

 Like us on **facebook**®

**Did you know the Arizona Department of Economic Security is on Facebook?**

The page includes videos, pictures of events, highlights of services, and much more! Check out the page at  
<https://www.facebook.com/OfficialArizonaDES>.

Equal Opportunity Employer/Program • Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1975, and Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008; the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, disability, genetics and retaliation. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, contact the Division of Developmental Disabilities ADA Coordinator at 602-542-0419; TTY/TDD Services: 7-1-1. Free language assistance for DES services is available upon request. Available in English on-line or at the local office.